

Date Mailed
December 5, 2000

BEFORE THE
PUBLIC SERVICE COMMISSION OF WISCONSIN

Investigation into an Alternative Regulatory Plan and Other
Relief Respecting the Retail Service Quality of Wisconsin
Bell, Inc., d/b/a Ameritech Wisconsin

6720-TI-166

**NOTICE OF PROCEEDING
AND ASSESSMENT OF COSTS**

THIS IS A PROCEEDING, on the Commission's own motion, under WIS. STAT. §§ 196.196, 196.219, 196.37(2), and 196.50, any other relevant provisions of WIS. STAT. ch. 196, and provisions of Wis. Admin. Code chs. PSC 160 and 165, to determine means of better assuring protection to end-user consumers of telecommunications services of Wisconsin Bell, Inc., d/b/a Ameritech Wisconsin (AW).

This proceeding results from the Commission's recent investigation regarding the quality of AW's services in docket 6720-TI-164. That investigation was triggered by the extraordinary increase in customer service complaints during the period of May to September 2000.

The Commission will examine, in particular, how price regulation, under which AW currently operates, may be combined with a program that provides direct forms of compensation to consumers when services are inadequate, provisioned in an untimely fashion, or simply not delivered, as required under AW's basic utility duty to provide adequate services and facilities. WIS. STAT. § 196.03(1). The adequacy of AW's recently implemented and proposed changes will also be reviewed. While the foregoing is a major thrust of this investigation, other forms of relief to consumers and regulatory treatments may be investigated. A revised regulatory treatment could include application of WIS. STAT. § 196.195, and/or possible structural separation of retail operations. Consumer protection measures may include specific corrective orders or the conditioning of AW's certification with public interest conditions.

The Commission believes that customers should be assured of timely and adequate compensation if service failures occur, but, more importantly, that AW has adequate resources to avoid the above-described service problems in the first instance. At least initially, this proceeding is a broad review of the adequacy of AW's retail service quality and facilities.

This is a class 1 proceeding as that term is defined in WIS. STAT. § 227.01(3)(a). The parties to this proceeding are AW and all of those affiliates within SBC Communications, Inc.,

providing specific services used by AW to provide telecommunications services. Any person wishing to intervene in this proceeding shall file a request, addressing the standards under Wis. STAT. § 227.42(2m), within fourteen days of the mailing date hereof.

NOTICE IS GIVEN that the Commission considers it necessary, in order to carry out its duties, to investigate all books, accounts, practices, and activities of AW. The expenses incurred or to be incurred by the Commission which are reasonably attributable to such an investigation will be assessed against and collected from AW in accordance with the provisions of Wis. Stat. § 196.85 and Wis. Admin. Code ch. PSC 5.

The Commission does not discriminate on the basis of disability in the provision of programs, services, or employment. Any person with a disability who needs accommodations to participate in this proceeding or who needs to obtain this document in a different format should contact the case coordinator listed below.

Questions regarding this matter may be directed to case coordinator Christopher Larson at (608) 267-9508.

Dated at Madison, Wisconsin, _____

By the Commission:

Lynda L. Dorr
Secretary to the Commission

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